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ZILKA, KOTAB & FEECETM

95 SOUTH MARKET ST., SUITE 420
SAN JOSE, CA 95113

TELEPHONE (408) 971-2573
FAX (408) 971-4660

FAX COVER SHEET

Date: September 29, 2004	Phone Number	Fax Number
To: Examiner Jeanty		(703) 872-9306
From: Kevin J. Zilka		

Docket No.: STRATP002

App. No: 09/708,244

Total Number of Pages Being Transmitted, Including Cover Sheet: 18

Message:

Please deliver to Examiner Jeanty.

Thank you,

Kevin J. Zilka

☐ Original to follow Via Regular Mail ☒ Original will Not be Sent ☐ Original will follow Via Overnight Courier

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September 29, 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT

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In re application of:

Daniel L. Owen et al.

Application No. 09/708,244

Filed: November 7, 2000

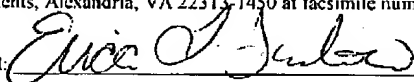
For: SYSTEM, METHOD AND COMPUTER
PROGRAM PRODUCT FOR A
CUSTOMER-CENTRIC COLLABORATIVE
PROTOCOL

)
)
) Art Unit: 3632
)
) Ex.: Jeanty, R.
)
) Date: 09/29/04
)
)
)

CERTIFICATE OF FACSIMILE

I hereby certify that this correspondence is being facsimile transmitted to the Commissioner for Patents, Alexandria, VA 22313-1450 at facsimile number: (703) 872-9306 on the above date.

Signed:



Erica L. Farlow

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

- ☒ Applicant(s) believe that no Extension of Time is required; however, if it is determined that such an extension is required, Applicant(s) hereby petition that such an extension be granted and authorize the Commissioner to charge the required fees for an Extension of Time under 37 CFR 1.136 to Deposit Account No. 50-1351.
- ☒ If the required fees are missing or any additional fees are required to facilitate filing the enclosed response, please charge such fees or credit any overpayment to Deposit Account No. 50-1351 (Order No. STRATP002). A copy of this sheet is enclosed for billing purposes.

Respectfully submitted,
Zilka-Kotab, PC

Kevin J. Zilka
Registration No. 41,429

P.O. Box 721120
San Jose, CA 95172-1120
Telephone: (408) 971-2573

(Revised 1/96)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT

RECEIVED
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SEP 29 2004

In re application of:

Daniel L. Owen et al.

Art Unit: 3632

Application No. 09/708,244

Ex.: Jeanty, R.

Filed: November 7, 2000

Date: 09/29/04

For: SYSTEM, METHOD AND COMPUTER
PROGRAM PRODUCT FOR A
CUSTOMER-CENTRIC COLLABORATIVE
PROTOCOLA large, bold, black stamp with the word "COPY" in a sans-serif font, preceded by a small square icon.CERTIFICATE OF FACSIMILE

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Respectfully submitted,
Zilka-Kotab, PCKevin J. Zilka
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San Jose, CA 95172-1120
Telephone: (408) 971-2573

(Revised 1/96)

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SEP 29 2004

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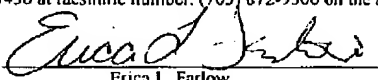
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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CERTIFICATE OF FACSIMILE

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Signed:


Erica L. Farlow

SUBSTITUTE AMENDMENT A

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

Dear Sir:

In response to the office action mailed 03/15/04 and the office action mailed 09/23/04, please enter the following SUBSTITUTE AMENDMENT A in place of the previously filed AMENDMENT A filed 06/15/04. Per the request of the Examiner, the present SUBSTITUTE AMENDMENT A includes additional arguments pointing out specific distinctions believed to render the added new Claims 18 and 19 patentable over the applied references.